

Complaint about childcare provision

EY460544/C329971

Date: 28/11/2017

Summary of complaint

On 25 October 2017, we received a complaint that raised concerns about ratios, suitable people; staff qualifications, training, support and skills; staff deployment; safety; premises and risk assessment. At the inspection, we looked into these concerns to see whether the provider was meeting requirements to safeguard children and promote their welfare, in particular the requirement relating to child ratios, staff deployment, children's safety, support for staff and their conduct around children. We found that child ratios are not met at all times and staff are not deployed effectively to meet children's individual needs. Staff do not receive adequate training, coaching and support to help them fulfil their roles effectively. However, we found that staff conduct themselves appropriately, and risk assessments are carried out regularly to ensure that the premises are safe. Following our inspection, we sent the provider a welfare requirements notice that asks them to: ensure that adult-to-child ratios are met at all times to meet children's individual needs; ensure that managers are coached, supported and trained to fulfil their roles and responsibilities effectively; put in place arrangements for all staff to undertake appropriate training and professional development opportunities to ensure they offer good-quality learning and development experiences for children that continually improve; improve staffing arrangements and the deployment of staff to ensure that children are provided with continuity in their care and learning. The provider remains registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted